

Naseem Ali

Jordan

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OBJECTIVE

To join a reputable hotel as a manager, where I can manage and execute through my creativity, experience, and excellent management skills to further ensure that all reach their required and specific goals.

SKILLS AND COMPETENCIES

- Exceptional oral and written communication skills, refined through years of work experience.
- Strong interpersonal skills and ability to establish and maintain effective positive working relations courteously.
- Able to work in a positive, cohesive manner with peers/co-workers and supervisors.
- Energetic, Self-motivated team player. Eagerness to learn and keep abreast of any new developments in the field.
- Highly organized and skilled at balancing the needs of clients in both personal and professional capacities.
- Ability to establish priorities and to plan, coordinate and monitor own work.
- Excellent time management skills.
- In-depth mathematical skills necessary to accurately compute fractions, ratios, percentages, and totals.
- Fluent in English & Arabic; capable of communicating in French.
- Strong knowledge of Windows, Word, and Excel-based operating systems, software applications such as Opera Hotel Software system & Envision Hotel system.

EDUCATION

Jordan Applied University for Hospitality & Tourism (Ammon) Jordan
[2005 - 2007] **Bachelor** of Hotel Management

Intermediate University College Jordan
[2003 – 2005] **Diploma** of Hotel Management

PROFESSIONAL EXPERIENCE

Hyatt Regency Al Kout Mall– Kuwait [Sep 2019 – Oct 2021]
Sales Executive - MICE

Receiving, handling, and converting Meetings, Events, and Group inquiries, presenting and selling available and suitable banquet/event options to the highest possible standard. Negotiate space, dates, and rates to obtain booking goals while focusing on shoulder and off-season business, Assist in development and solicitation of Banquet and event package plans aimed at conference business and encourage repeat business. Sales point of contact for all existing and potential customers to the hotel and will negotiate and confirm all events within the guidelines of the Hotels Sales Strategy, identify up-selling opportunities, maximize revenue through catering and group bookings, and provide efficient and effective service to handle customer inquiries within predefined parameters to close sales.

Manager of Events [Dec 2018 – Sep 2019]
Jordan Global Exhibition – Jordan

Consultations to clients to determine the level of planning required and built a customized package to suit their individual needs ▪ Coordinated with local vendors and supervised day-of activities to ensure that all events ran smoothly ▪ Assist the bride and groom in the selection of all service vendors, including the caterer, musical entertainment, photographer, and videographer

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Assistant Sales and Marketing Manager Centara Muscat Hotel Oman

[Sep 2017– Dec 2018]

•Pre-opening team. • Sales for all sectors selling the hotels rooms and outlets and MICE business. • Marketing plans as Social media meetings and magazines for advertising • Building Successful Relationships that Generate Sales Opportunities • Works collaboratively with off-property sales channels to ensure sales efforts are coordinated, complementary, and not duplicative. • Builds and strengthens relationships with existing and new customers to enable future bookings. Activities include sales calls, entertainment, FAM trips, trade shows, etc. • Develops relationships within the community to strengthen and expand the customer base for sales opportunities. • Manages and develops relationships with key internal and external stakeholders Sales Activities • Participates in sales calls with members of my sales team to acquire new business and/or close on business. • Executes and supports the operational aspects of business booked (e.g., generating proposals, writing contracts, customer correspondence).

Operations Manager I Events Management Jordan.

[Apr 2016– Sep 2017]

Wedding planner, Conventions arrangements supplies, corporate meetings venues Gala Dinners, Catering, and Services meeting couples to discuss their requirements and budget coming up with creative ideas and themes advising on wedding customs or etiquette preparing proposals and quotations for the work agreeing on prices with suppliers such as florists, photographers, caterers, and venues making sure couples are kept up to date with wedding plans keeping detailed records to make sure that costs stay within budget being at the venue on the day of the wedding to make sure that everything goes to plan to research new products, services, and suppliers, through word of mouth, online or using social media such as Twitter dealing with paperwork, phone calls, emails and letters updating your website, blog or social media with recent events, casual employment for big ceremonies.

Events Sales Executives Le Meridien Amman Hotel Jordan

[Apr 2014 - Apr 2016]

•Prepare sales-related documents throughout the sales process (e.g. proposals, contracts, weddings, and banquet event orders). •Lead formal pre-and post-event meetings for average to large-sized groups as required to review and communicate group needs and feedback. •Conduct research to identify new opportunities for bringing about innovations in events. •Promote awareness of brand image internally and externally. •Communicate with clients by phone and email to respond to all questions and requests. •Receive and convert incoming inquiries to achieve targets and maximize revenue. •Seek opportunities to increase sales and conversions within the Team. •Manage the events schedule to maximize yield. •Focus on a consistently executed up-selling approach. •Build strong relationships with customers to fully understand their needs. •Arrange and carry out Hotel show rounds and participate in hotel promotional activities. •Ensure the complete administration and execution of all planned events. •Train new and existing staff before the event so that all operations and duties were executed smoothly and as per clients' guidelines.

Operations Manager Amman Palace Hotel Jordan

[Sep 2012- Feb 2014]

• Renovation the hotel with a budget and needs to be required. • Oversee the day to day operations of all departments and management of the hotel, ensuring consistent delivery of outstanding levels of customer's service • Translate strategic business plans into considered and achievable actions and objectives for the Owner (GM) and the employees

Reservation Officer Movenpick Resort & Spa Dead Sea - Jordan

[Oct 2007 – Sep 2011]

•Analyzed all guest and travel agent requirements through telephone and emails and recommended suitable options for all customers and assisted to confirm all reservations. •Ensured all incoming calls with courtesy and ensured efficient resolution of all guest inquiries for various hotel services and operations. •Coordinated with the sales department and managed all communications for group bookings and informed operation staff as well as maintained all calendars for the hotel. Assisted in booking and blocking all rooms according to required standards and managed all special reservations and monitored all reservations and discounts. •Managed all mails from guests and ensured response and completion of all guest requests and evaluated all reservation logbooks and provided an update on an everyday basis. •Ensured compliance to all security and safety standards on an everyday basis and ensured optimal utilization of all resort software systems and maintained knowledge on all room types and their availability.

References available upon request